

## The Nicolai Warranty ([www.nicolai.net/warranty](http://www.nicolai.net/warranty))

Nicolai GMBH offers a five year warranty on all frame models. The exception are the frames "Saturn" as well as the race versions of Ro20 / Ro24, for which we offer a two year warranty due to the light weight construction of this frame. The warranty is linked to the frame, that means it can be transferred to a second owner as long as the current owner holds the original invoice. Our warranty covers production, manufacturing and material defects. Not included in the warranty is normal wear and tear. Wear and tear items such as for example ball bearings, needle bearings, shock bushings, shock seals and lubricants are not part of this warranty. These items are to be checked on a regular basis in accordance with the maintenance manuals and are to be replaced as needed. Please note that shocks are warranted for a period of two years according to the shock manufacturers. Should you notice a manufacturing or material defect within the specified warranty time period, please contact us immediately for further assistance. In such an event we will proceed with either reworking or remanufacturing the item in question or ultimately, pending our final decision, decide to replace the item free of charge.

Warranty prerequisites which we require for any claim:

1. The item in question (frame) along with a copy of the original invoice, a description of the damage and a verbalization of the warranty claim must be sent to Nicolai at your own expense.
2. The technical or optical product fault in question was determined to be such at the time of manufacturing by Nicolai GMBH.
3. We receive a detailed photo of the bike with all the components that were mounted on it at the exact time the defect was noticed.
4. We receive the defective Nicolai product removed from all its components.
5. The product was strictly used in the intended mode of operation and paired with only the components we have enlisted as compatible to use. (see [www.nicolai.net/manual](http://www.nicolai.net/manual))
6. No work was performed on the frame by personnel other than from an authorized Nicolai dealer, workshop or distributor.
7. No technical changes were made on the product.
8. Only Nicolai authorized service parts and recommended lubricants were used.
9. All scheduled service intervals and regular maintenance were performed on the product. (see [www.nicolai.net/manual](http://www.nicolai.net/manual))

### In Detail:

Always keep in mind the intended use of all Nicolai products. Before you make your purchase, you should make sure that you will use the bike in accordance with the intended use it was designed for by Nicolai. Any and all warranty claims will be null and void should such a claim have occurred due to wrongful use of our products. Please check our list of intended product usage as well as a constantly updated compatibility list at [www.nicolai.net/owner](http://www.nicolai.net/owner) manuals. This compatibility list also includes current specifications of all add-on products which have been authorized for use by Nicolai. Should you choose to utilize other products not listed on our compatibility list, please make sure that the technician understands the ultimate usage of the product and also contacts Nicolai about such non listed items for more information to make sure it does not lead to any damages. All warranty claims will be null and void should the technician not follow these guidelines, as ultimately the product was used for applications other than what was intended.

**Warning, important examples!** Your warranty will be null and void under the following circumstances:

- Use of high pressure water hoses or other highly abrasive and harsh cleaning solvents and acid chemicals, which took their toll on seals or bearings (improper usage).
- Damages to the frame resulting from riding it with loose or damaged bearings or a defective shock will not be covered by the NICOLAI warranty. The play from a loose or defective part allows that part to move freely, up to a certain extent. When this part collides with another one, because of an impact or else, the resulting pressure on the hit part can be compared to hitting it with a hammer which is more harmful than applying a static pressure on it to make it move. The transmitted energy from the moving part rises in an exponential way with its moving speed. You should then make sure that your NICOLAI is in good working conditions before any ride.
- Wrong storage conditions and improper / insufficient maintenance which will cause corrosion on Nicolai products (improper usage). Your NICOLAI frame should be cleaned, dried and stored in an appropriate way after each use as recommended.
- Damages to the head tube, following the mounting of an inappropriate headset despite our recommendations, will not be covered by our warranty. This is why we recommend the use of headsets with 22 mm deep bearing cups (NICOLAI Fett Set, CHRIS KING® Steelset for example) on all models (except Argon, Argon Road, Nonius, Saturn und Helius CC) exposed to high stress and loads through jumping and other types of riding. These deeper cups will allow the force of an impact to be more evenly distributed throughout the head tube area. Should your frame need to be rework in order to receive this type of headset, the job must be done by a NICOLAI mechanic or an authorised dealer, workshop or distributor.
- If the powder coat gets damaged on parts where there is contact with other products which are either bolted on or otherwise attached to the frame, it will not be covered by the Nicolai warranty. It is the nature of powder coating to chip off from parts such as for example the axle dropouts, which is the reason why Nicolai can not provide a warranty for the powder coats. In case you don't want to deal with such occurrences, we offer our anodizing process in the following colors: black, silver and gold. Please keep in mind that a mountain bike was designed to be used under the "harsh" elements of reality and nature; like the wheels of a car for example. In principle, your mountain bike will be exposed to harsh elements such as dirt, rain, rock deflections off your frame, etc. We therefore are unable to warranty any paint imperfections resulting of such actions. **Important:** For frames intended for extreme use like Downhill, Dirt or Extreme-Freeride we recommend a simple powder coating. Special coatings like glazed color layers are very thick and become very hard. Under certain circumstances, you can see these powder coatings crack in some areas of the frame handling high stress and loads. Powder coating cracks under intended use are not covered by warranty.
- If deformations occur on your frame, since deformations are a result of excessive force being applied which implies improper usage of the frame. Seatstays, for example, are designed to deform at a predetermined breaking point under overload in order to prevent further damages to the main frame. Cracks and other breaks are however covered under the warranty, as they are part of the long-term durability of the material used.
- The derailleur hanger breaks off, is bent or otherwise rendered unusable, since that would be a part of the general excessive force clause.
- Damages occurred around the seat tube because the bike has been ridden with the seatpost not deep enough inside the seat tube; so that the bottom of the seatpost was not always under the lower edge of the top tube when inside the seat tube.

### Important:

Any and all claims made in light of those statements are herewith declared null and void and neither Nicolai nor any of its agents, employees or dealers will be held accountable to that effect.

For claims under warranty in the event of a defective shock, please contact the responsible distributor inside your country.

**Warranty settlement:**

All Nicolai products are made based on the most currently available and technologically sound ideas. We therefore are able to offer you the above warranty. All Nicolai products are thoroughly checked before leaving the factory.

In the unfortunate event that you should have to make a warranty claim, Nicolai will assist you in the best possible way and with the highest level of customer service! Simply drop off your frame or Nicolai product at your dealer or send it directly (at your own expense) to Nicolai Germany. Please keep in mind that the frame needs to be free of all components at the time of shipment – in the event that components (for example a bottom bracket) is left on the frame, Nicolai deserves the right to bill you for the removal of such items.

Once the frame is received, we will carefully review the noted damage and decide on the next course of action. At that point we reserve ourselves the right to either remanufacture or replace the damaged part in question. Once the damage has been repaired, we will ship the frame back to you free of charge. In the event of a more lengthy damage assessment and / or repair, Nicolai reserves itself the right to offer you a comparable product until the repair is done. As a result of this loan agreement, all expenses associated with the removal or add-on of components will not be covered by Nicolai.